

CBUS 311 MOBILE APP

How to create a user account and submit a service request using the CBUS 311 mobile app.

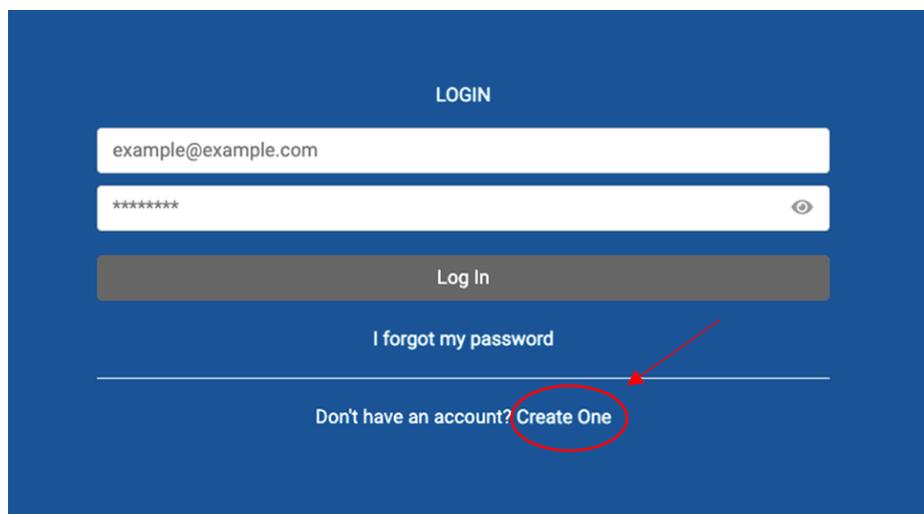
How To Create An Account:

Please note if you created an account prior to April 9, 2022, a new account must be created. For information on service requests created prior to April 9, 2022 please call 614-645-3111 or e-mail 311@columbus.gov.

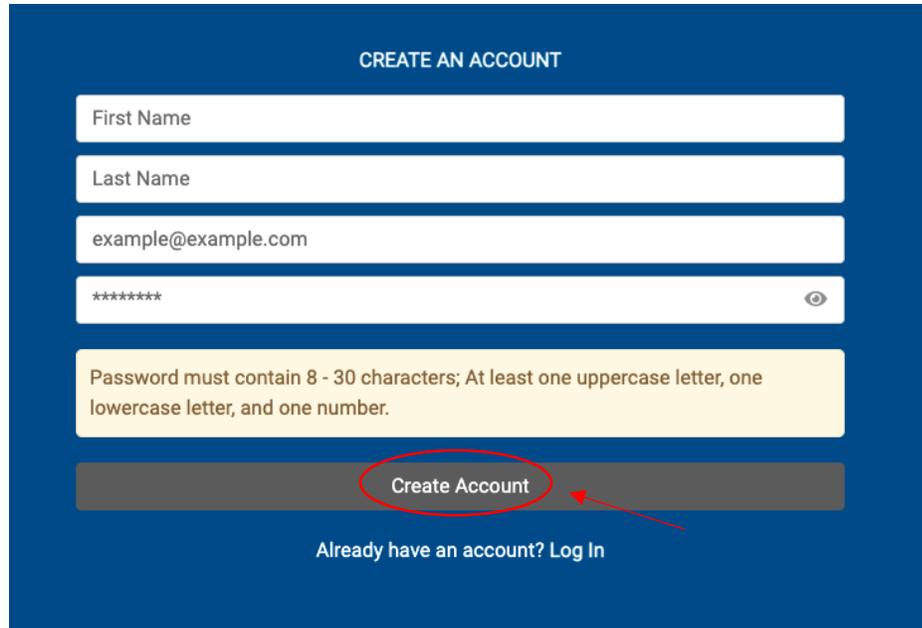
1. Open the CBUS 311 app on your smartphone and select “Account.”



2. From the account login screen selection “Create One.”



3. Complete all the fields and then select the “Create Account” button.



CREATE AN ACCOUNT

First Name

Last Name

example@example.com

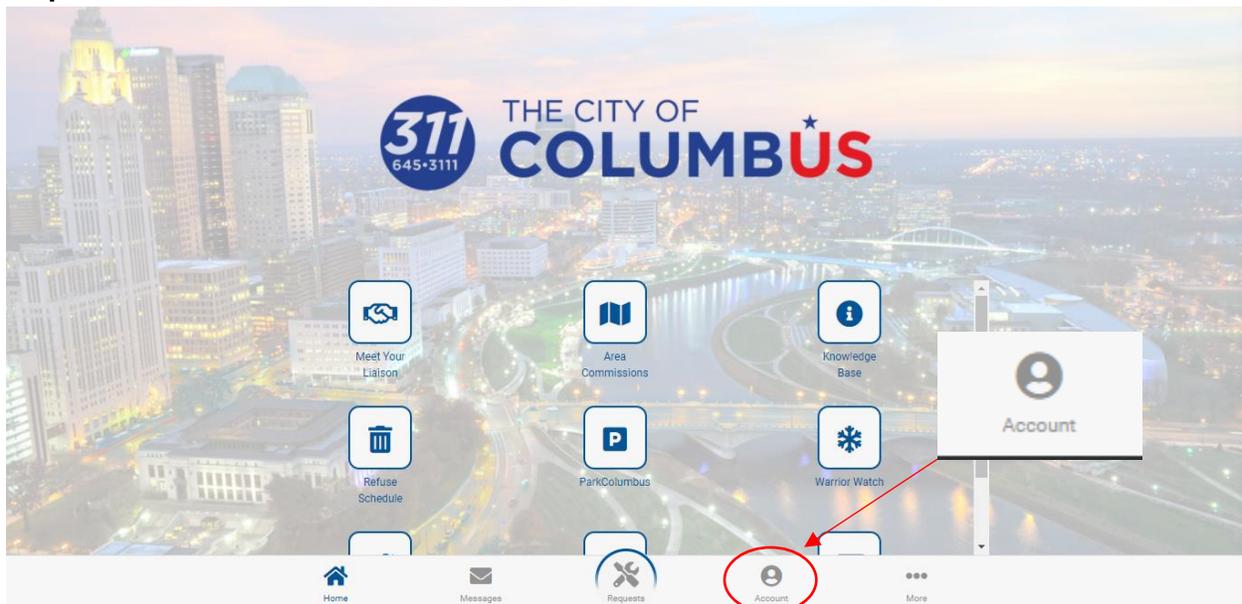
Password must contain 8 - 30 characters; At least one uppercase letter, one lowercase letter, and one number.

Create Account

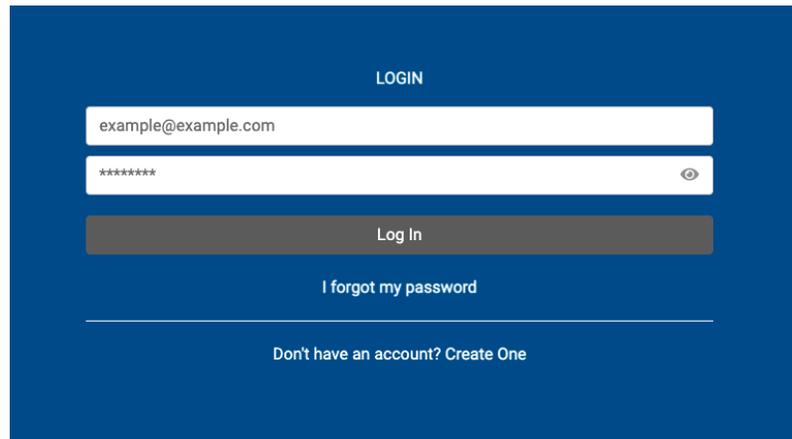
Already have an account? Log In

How To Create A Service Request:

1. Open the CBUS 311 mobile application on your smartphone.
2. Select “Account” to login. Submitting a request while logged in will make sure you receive updates on the status of your request. If you wish to submit a request without logging in go to step 4.



3. Enter your email and password and select the “Log In” button. If you created an account prior to April 9, 2022, a new account must be created. For information on service requests created prior to April 9, 2022 please call 614-645-3111 or e-mail 311@columbus.gov.



LOGIN

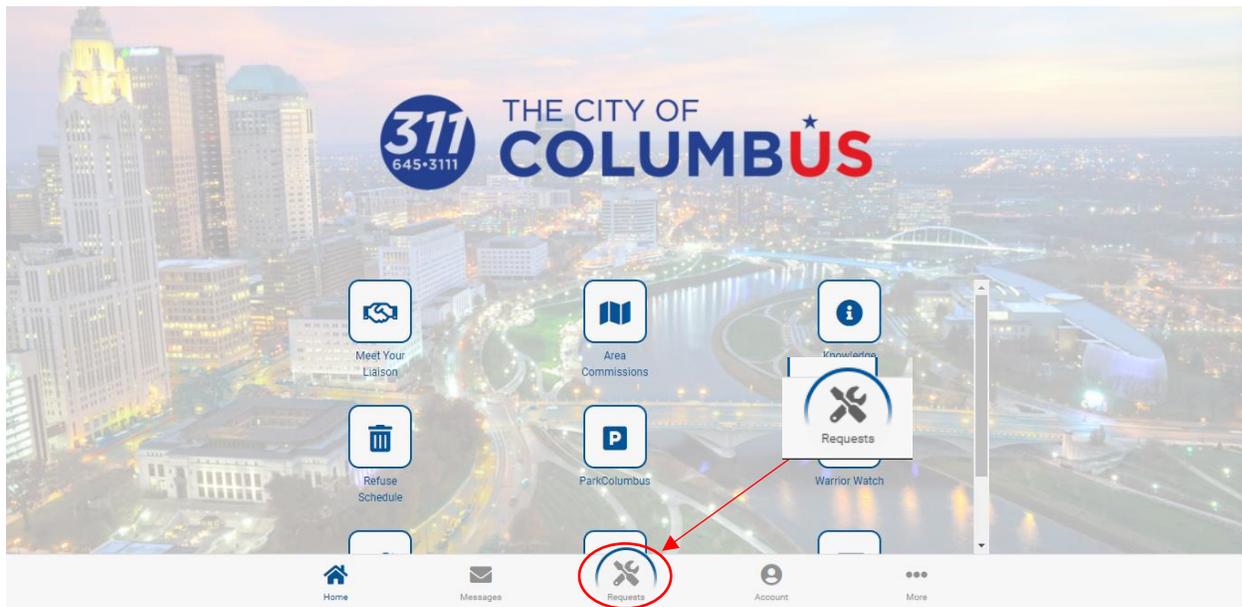
example@example.com

Log In

I forgot my password

Don't have an account? Create One

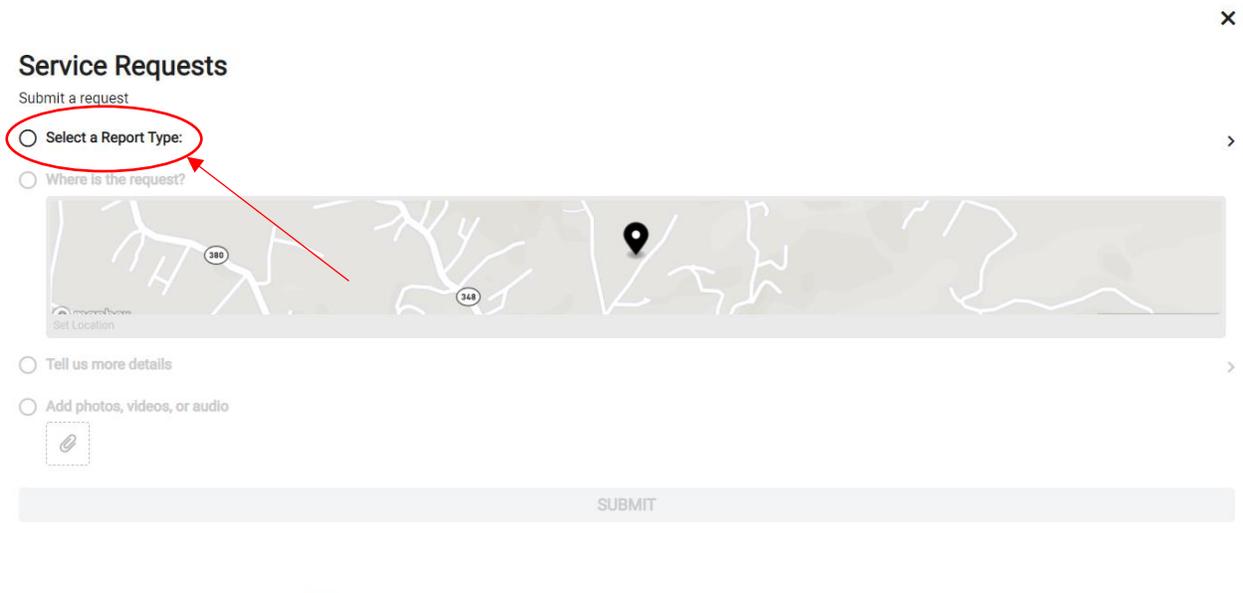
4. Return to the home screen and select the “Requests” icon.



5. Select "Create a Request."



6. Click on "Select a Report Type."



7. Select a Category that fits your Request.

Select a Report Type:	Done
Bikes and Scooter Issues	>
City Code Violations, Noise, Building and Private Property Zoning Issues	>
City Staff Requests	>
Community Resources: Home, Health and Social Services	>
Elected Officials	>
Electricity	>
Health Issues and Regulation Enforcement	>
Homelessness Issues	>
Licensing and Permits	>
Park, Bike Path, Recreation Center, Pool and Tree Issues	>
Parking	>
Pets, Pests and Wildlife Issues	>
Public Comment and Records Request	>
Public Safety and Traffic Enforcement Issues	>
Streets, Sidewalks, Street Lighting, Sign and Signal Issues	>

8. Select a specific Service Request to submit.

< Request	Select a Report Type:
Ad Bench in the Right of Way	
ADA Accessibility in the Right-Of-Way Comments	
Area Light Request	
Audible Pedestrian Signal at A Traffic Signal	
Basketball Hoop in Right-Of-Way	
Brick Street Repair	
Bridge Inspection/Repair	
Certified address	
Code/Sidewalk Damage/Private Property	
Code/Snow Removal from Sidewalk	
Condition of Alley	
Condition of Street	
Construction Zone Traffic Issue	
Crosswalk New or Modify	
Damage within Right-Of-Way	
Freeway Operation Issue	
Freeway Sign Maintenance Issue	
Graffiti in Public Right-Of-Way	

9. If required, select a location in the “Where is this request?” section.

Service Requests
Submit a request

Select a Report Type:
Homeless Issues
Information: Homeless Issues [Click here to learn more...](#)

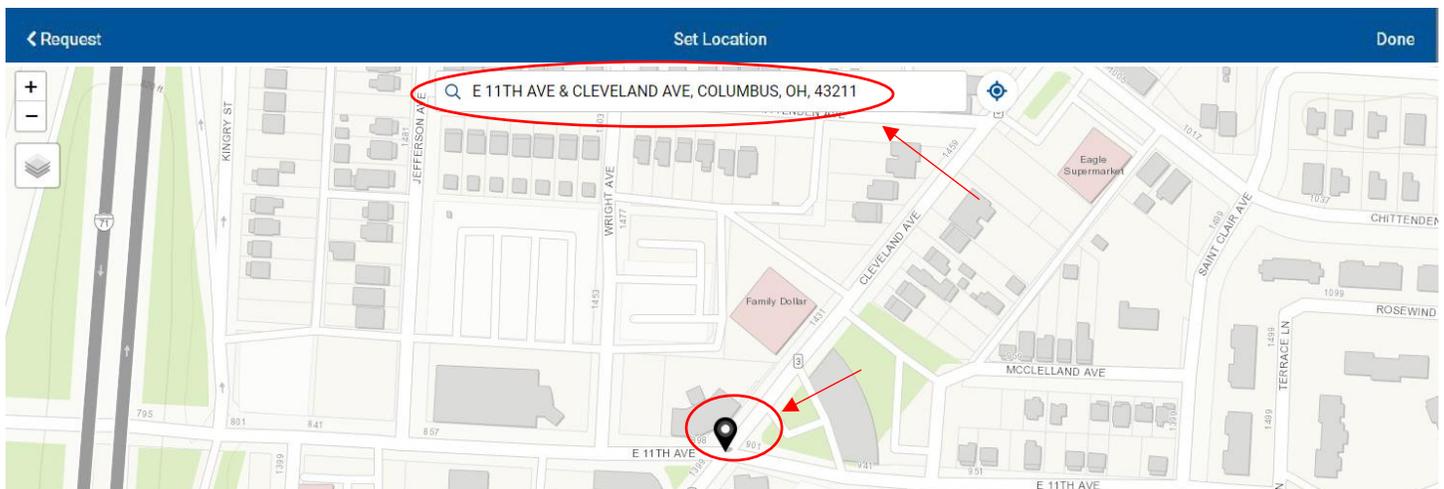
Where is the request?

Tell us more details

Add photos, videos, or audio

SUBMIT

10. To enter a location, enter the address of your request or move the pin with your finger to the exact location. When you are done press the “Done” button.



11. Add the details of the request by clicking on “Tell us more” button and filling in the required fields in the “More Details” window.

More Details

 ⊗ Description: *

0/2000

Note: Keeping a request private will not display your request on the Nearby Requests map. Information provided to 3-1-1 is subject to Ohio’s public records law and may be subject to release if requested.

 ⊗ Sign is for which direction of travel? *

Select one...▼

 ⊗ Where is the sign located? *

Select one...▼

DONE

12. Click on “Done” button.

13. Photos, videos or audio of an issue can be submitted by selecting “Add photos, videos, or audio.”

14. “Keep this request Private” will keep a service request from appearing on the “Nearby Requests” map. Information submitted to 311 is subject to release under Ohio’s public records law.

15. Select “Submit” button.

16. You will receive an acknowledgement notification.